

Role Profile

<p>Role Title: Head of Operations, Canine Health Schemes</p>	<p>Responsible to: Membership and Commercial Director</p>
<p>Purpose of Role:</p> <ul style="list-style-type: none"> To lead the operational management of the Canine Health Schemes, driving improvements in performance and customer service, while maintaining high quality standards and effective relationship management with key stakeholders. 	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> Manage all aspects of the Canine Health Schemes business, ensuring that the processing of submissions and the issuing of certificates meets required service level standards. Lead the team in the delivery of high-quality level of service and support to veterinary surgeons, dog breeders and owners, and scheme assessment specialists. Provide effective line management for the Canine Health Schemes team, including leading change within the team. To be the public face of and ambassador for the Canine Health Schemes among relevant animal welfare charities, associations, breed clubs, and other stakeholder groups Work with the Marketing team to develop and implement an annual marketing plan that delivers growth in scheme submissions and revenue. Provide leadership and management in the completion of change projects to drive performance improvement. Manage the BVA relationship with the Kennel Club, ensuring effective communication and facilitating and managing the joint BVA/KC Management Committee meetings. Arrange and own all meetings with our expert vets, ensuring actions arising are followed up promptly. Ensure that the Canine Health Schemes are professionally represented at national events and on online platforms. Carry out any other relevant and appropriate duties which may be required. 	

People:

- Line management responsibility for the Canine Health Schemes team (currently 4 permanent members of staff)
- Providing guidance to, and close working with, the Marketing Officer
- Close working with the Head of Technology and external suppliers in scoping and delivery of digital projects
- Close liaison with the CHS Chief Panellist and Chief Scrutineer
- Work with the Membership and Commercial Director and Marketing team to develop existing markets and grow the schemes.

Financial Resources:

- Manage the health schemes budget and resourcing requirements
- Expenditure sign-off for expenses within agreed budget

Knowledge, Skills and Expertise:**Essential:**

- Customer service and account management
- Process mapping and management
- Process improvement
- Working with a CRM or similar IT systems to deliver efficient processes and customer services
- Quality assurance and management
- Relationship management
- Team management/ line management
- Leading and managing change
- Financial management
- Producing and interpreting management reports

Desirable:

- Graduate level education
- Project management experience
- An interest in animal health and welfare
- Veterinary sector experience